

Thomas O. Forslund, Director

Governor Matthew H. Mead

# **BHD** Bulletin

**DATE:** April 4, 2014

**TO:** All BHD Home and Community Based Waiver Providers

**FROM:** Joe Simpson, Administrator, Behavioral Health Division – DD Section

**SUBJECT:** Clinical Review Team (CRT) Policy and Procedures

**REF:** JS-2014-012

This provider bulletin clarifies the conditions and processes in which a participant's Level of Service Need may be adjusted by the Behavioral Health Division (Division). This memorandum also includes the policy and review procedure for the Clinical Review Team (CRT). The purpose of the CRT is to hear requests regarding individual Level of Service Need scores. In addition, the CRT will review requests for Extraordinary Service or Support Needs for the initial budget assignments. This team does not replace the Extraordinary Care Committee.

If a participant's Plan of Care Team (Team) believes a participant's budget for the Comprehensive Waiver does not reflect the participant's needs, the Team may request a review by the Division's CRT. The request must be accompanied by additional information that the participant's Team does not think is adequately captured in the Inventory for Client and Agency Planning (ICAP). The members of the CRT include the Division's Clinical Psychologist, the Medicaid Medical Director, the Division's Psychiatrist, and other specialists as needed.

The CRT has the authority to request additional assessments, including a new ICAP, a Supports Intensity Scale, or another appropriate and standardized assessment targeted for a specific diagnosis or condition. The additional assessment in these cases may provide more detailed information about the person's support needs and assist the CRT in evaluating the need for a different Level of Service Need or extraordinary service or support. Information from the ICAP, along with information from other assessments and information submitted by the participant's Team will be used to make the final decision on the request. The additional assessments and information CRT reviews may result in a Level of Service Need increase, decrease or no change.

### Requests for a CRT Review:

If it is determined that a review is needed by the CRT, the Case Manager may submit a Clinical Review Team Adjustment Request form to the Participant Support Specialist who is associated with the participant's case. The form is on the case management web page of the Division's website.

Only complete requests shall be reviewed, which include having the supporting documentation loaded in the Electronic Medicaid Waiver System (EMWS). The Division shall have fifteen (15) business days to review and decide on a complete CRT Adjustment Request.

## **Overview of the CRT Adjustment Process**

- 1. Participant needs are reviewed by team and requests a CRT Adjustment.
- •Case Manager submits a *CRT Adjustment Request* and supporting evidence by uploading the documentation in the Electronic Medicaid Waiver Systems (EMWS) and notifying Participant Support Specialist by email.
- 2. Participant Support Specialist reviews request.
- Participant Support Specialist works with the Case Manager to complete request and reviews the request with Division Manager.
- 3. Division Managers review the requests and schedules the CRT review date.
- Participant Support Specialists notifies the Case manager of the review date.



- 4. CRT reviews the case and notifies the case manager of the decision in writing.
- A notification of the decision is sent to participant or guardian and uploaded into the document library.

## **Division Process for the Review of CRT Requests:**

If a participant's case is referred for a CRT review, the CRT Adjustment Request must be reviewed by the Participant Support Specialist and Participant Support Working Manager before scheduling the CRT review. Requests shall be submitted using the Division's CRT Adjustment Request form, available on the Division's website. Only complete request packets, which include the form and supporting documentation for the request, shall be reviewed by the CRT.

#### **Case Manager Responsibilities in Making a CRT Request:**

The Case Manager shall gather all pertinent information from providers, psychologists, family member, or other contributors for the CRT request. Once all of the information has been gathered, it will be the responsibility of the Case Manager to ensure that all of the information is loaded in the EMWS prior to review at the CRT meeting and to notify the Participant Support Specialist by email that the information is ready for review.

# Participant Support Specialist Responsibilities in Making a CRT Request:

The Participant Support Specialist shall work with the Case Manager until the CRT Adjustment Request is complete and scheduled for review and all documentation is loaded in EMWS.

# **CRT Responsibilities in Evaluating a CRT Request:**

The CRT will evaluate the CRT Adjustment Request as well as information contained in the EMWS to evaluate the participant's Level of Service Need in order determine if the Level of Service Need should be increased, decreased or remain the same. In addition, the CRT will determine if there

are any Extraordinary Service or Support Needs that exceed the amount that are typically reflected in a similar situation.

## **Possible Outcomes of CRT requests:**

The request may result in a Level of Service Need increase, decrease or no change, which will then be used to calculate a corresponding budget. In addition, the request may result in an increase, decrease or no change to Extraordinary Support or Service Needs such as skilled nursing, physical therapy, occupational therapy, speech therapy, etc.

## Notification of Decision, Request for Reconsideration and Fair Hearing Process

Division staff shall inform the Case Manager of any CRT adjustment request decision, and also notify the participant/guardian of CRT decisions, by letter within ten business days of the decision. The Division may request progress reports, additional plan of care information, specific timelines for changes, or implement a monitoring plan as part of any CRT adjustment decision.

For any decision resulting in an adverse action, the Division shall provide written notification of the decision, the reason for the decision, and offer the participant the opportunity to request reconsideration and/or a fair hearing from the Division Administrator within 30 business days after notice of the decision is given. The request for reconsideration does not affect the availability of a fair hearing. The timeframes for requesting a fair hearing are paused during such time as the Division receives a request for reconsideration. The Administrator shall review the reconsideration request or the hearing request within 20 business days of receipt.

### **Ouestions**

For questions regarding the policy and procedures listed in this bulletin, please contact your assigned Participant Support Specialist.

Sincerely,

Joe Simpson, M.S., Ed.S. Administrator

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